MOE DMA Uninstallation Guide for Graduating Students

Student's Guide

Purpose of this guide

This deck provides step-by-step instructions for graduating students to follow to enable a local administrator account on their Personal Learning Device (PLD).

When the local administrator account is successfully enabled, it means that the MOE Device Management Application (DMA) has been uninstalled from student's PLD.

How to use this deck

- (*if school has opted to conduct a **synchronous** session with the students*) This deck is for School DMA Admin/teacher-facilitators of the synchronous DMA uninstallation session to guide students on the steps to enable and check for the local administrator account on their PLD.

OR

- (*if school has opted to conduct an **asynchronous** session with the students*) This deck is for students to follow the steps to enable and check for the local administrator account on their PLD.

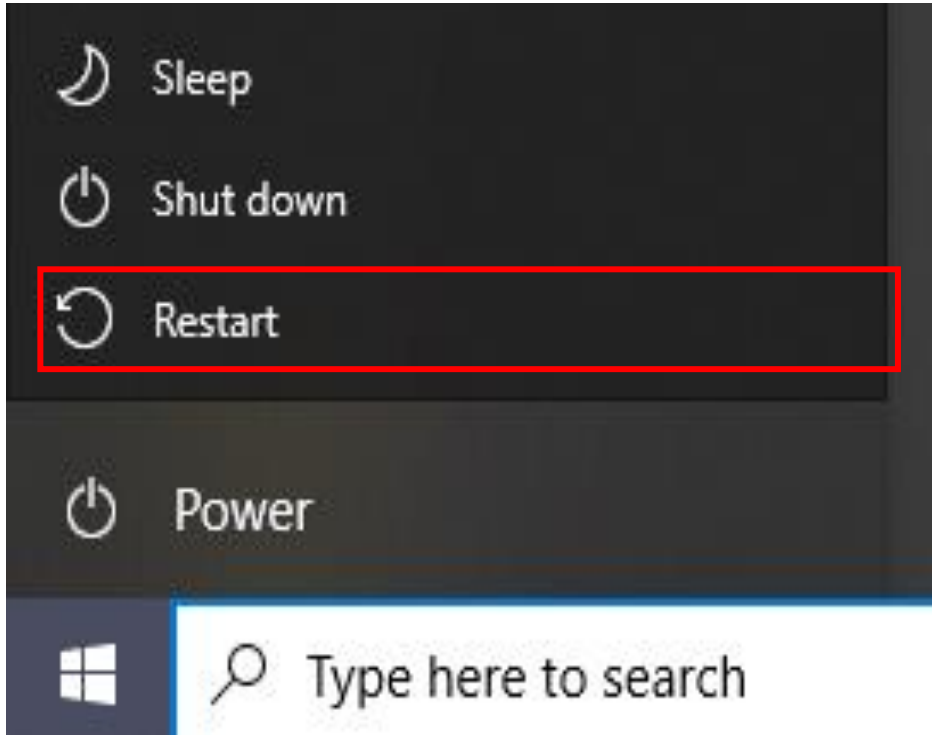
1.

DMA Uninstallation: How to enable local administrator account

How to enable local administrator account

Your teacher will inform you that the DMA uninstallation script which enables a local administrator account on your PLD has been deployed to your PLD.

Step 1:
Restart your device by clicking on the power button and select ‘Restart’



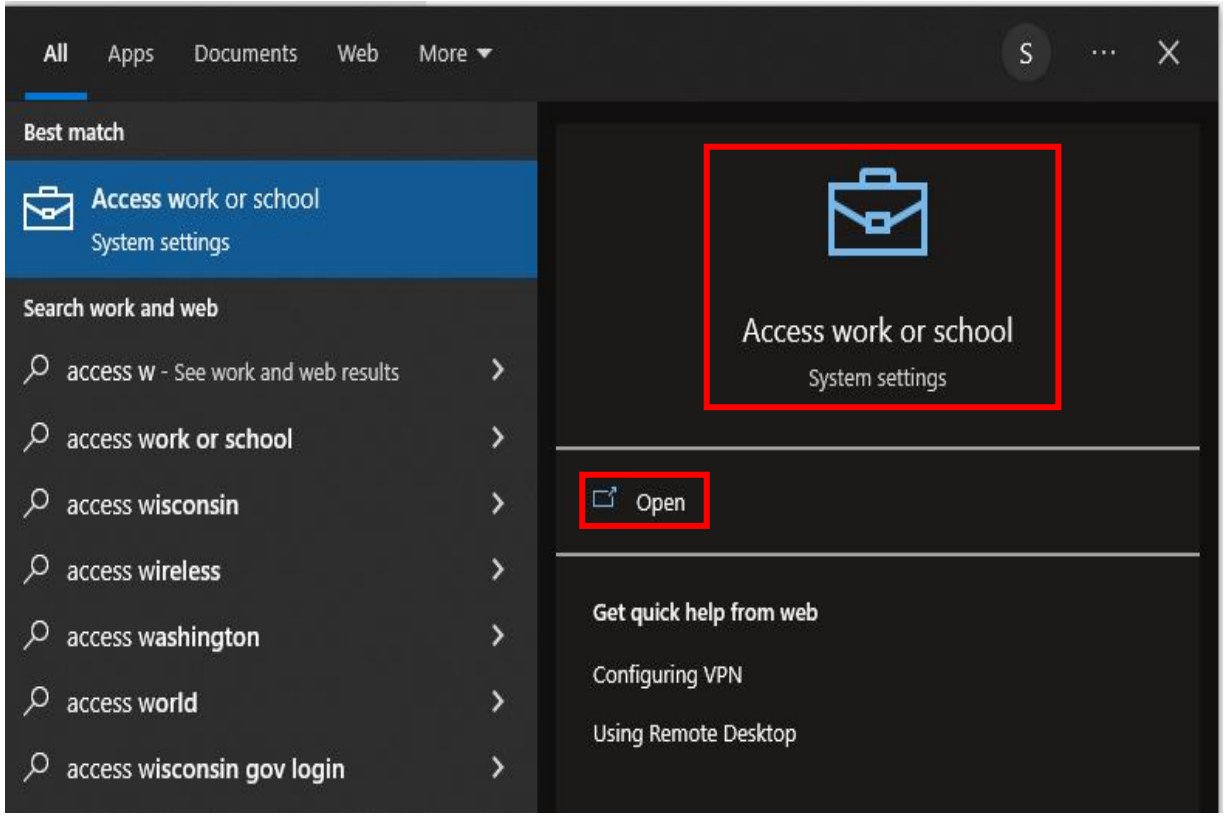
Note: A restart of your PLD is required for your device to load the script successfully

How to enable local administrator account

Step 2:

After restarting, log in to your device. Upon successful log in, type ‘Access Work or School’ in the Search bar next to the Start Menu.

Click on ‘Open’ of ‘Access work or school’.



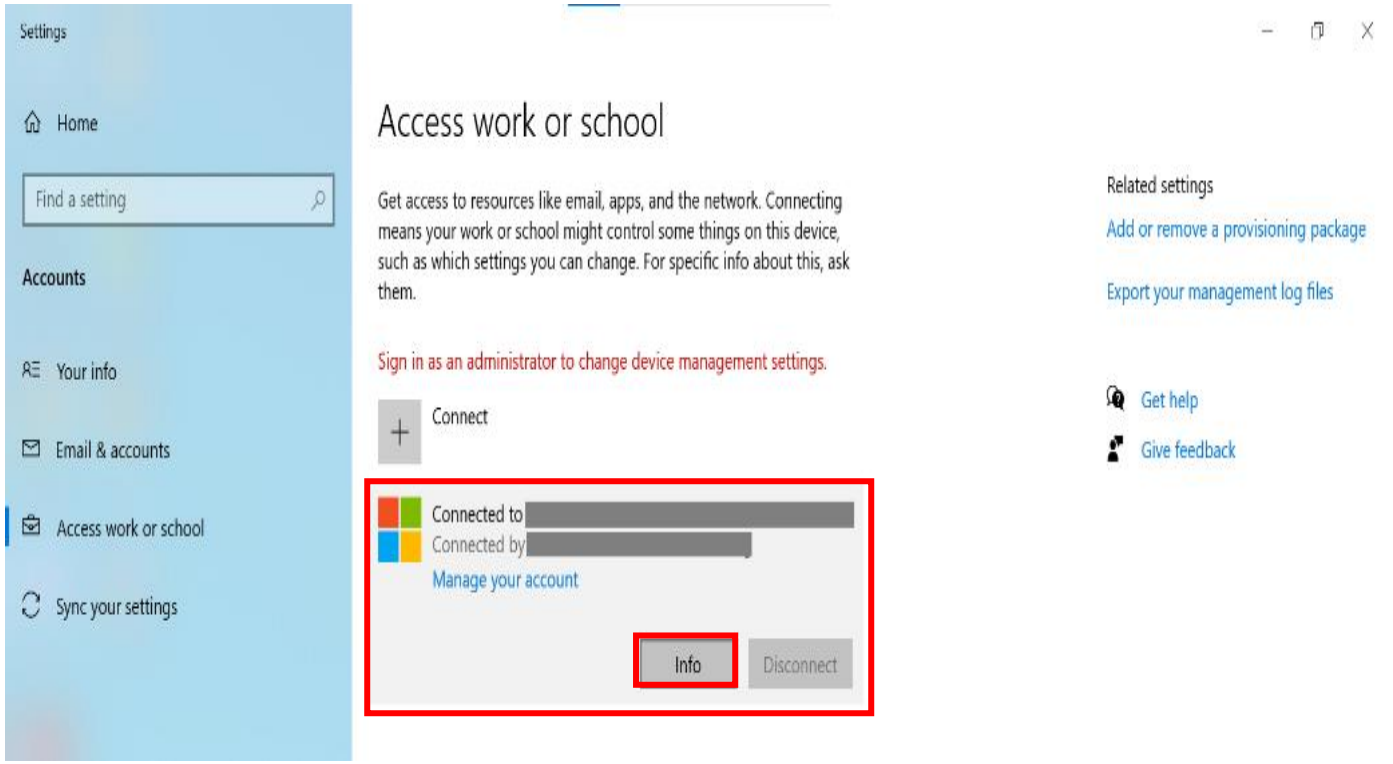
How to enable local administrator account

Step 3:

Upon opening ‘Access Work or School’, you will see a box that indicates

“Connected to xxx_xxx_Xx@students.edu.sg (your student iCON email address)”.

Click on the ‘Info’ button.


Settings
Home
Find a setting
Accounts
Your info
Email & accounts
Access work or school
Sync your settings
Access work or school
Get access to resources like email, apps, and the network. Connecting means your work or school might control some things on this device, such as which settings you can change. For specific info about this, ask them.
Sign in as an administrator to change device management settings.
Connect
Connected to
Connected by
Manage your account
Info
Disconnect
Related settings
Add or remove a provisioning package
Export your management log files
Get help
Give feedback

Note: PLD will not be able to connect to pdlp@SSOE2022 network. You may use the SWN network if needed within school grounds.

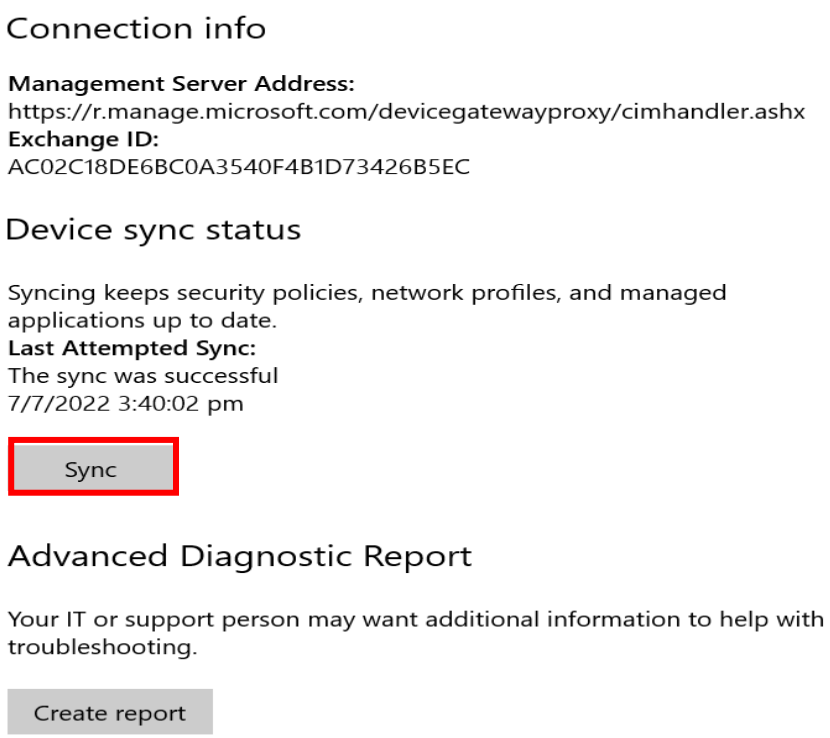
How to enable local administrator account

Step 4:

Scroll down and click on the ‘Sync’ button.

The script may take up to 30 minutes to be pushed down to your PLD.

Proceed with Step 5 to check if the script has been pushed down to your PLD.



How to enable local administrator account

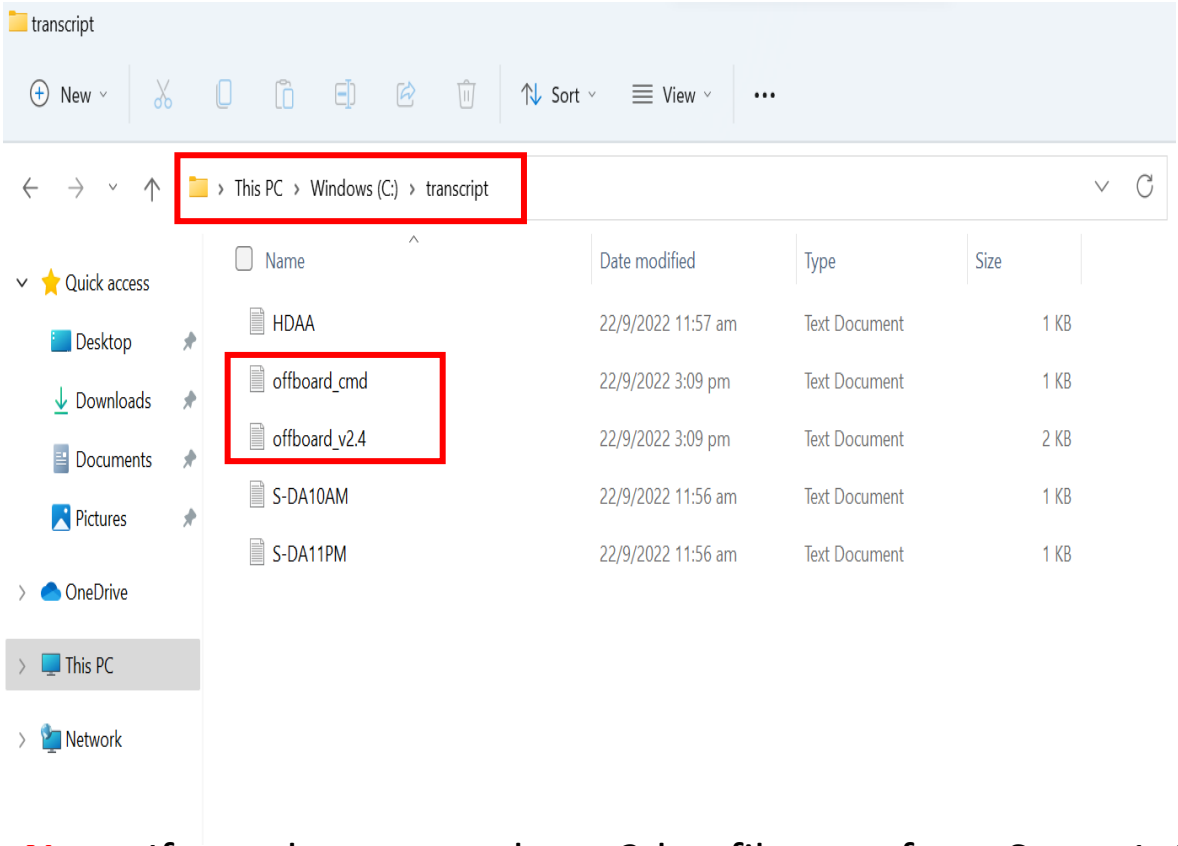
Step 5:

To check if the script has been pushed down to your PLD, go to “This PC” and open the C Drive (C:) folder.

If the script has been successfully pushed down to your PLD, you should see a folder named ‘transcript’ in your C Drive (C:).

Inside the ‘transcript’ folder, you will see a number of log files. You need to ensure the following 2 log files (.txt) are present:

1. offboard_v2.4; and
2. offboard_cmd



Note: If you do not see these 2 log files, perform Steps 1-4 again.

If you still do not see the 2 log files after your second try and after 30 minutes, please alert your teacher/School DMA Admin.

2.

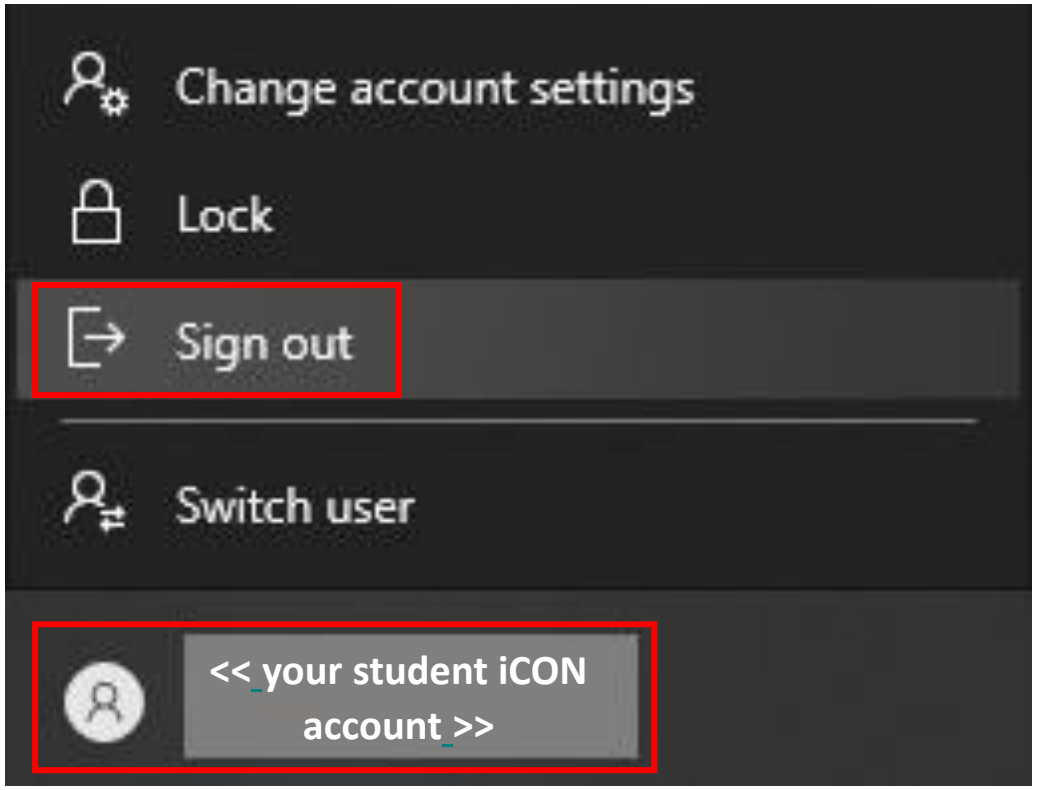
DMA Uninstallation: How to check if DMA has been successfully uninstalled

How to check if DMA has been successfully uninstalled

Step 6:

Once you have verified that the 2 log files are inside, you can proceed to test your new local administrator account.

Click on the Start Menu, click on your student iCON account and click ‘Sign out’ to sign out of your student iCON account.



How to check if DMA has been successfully uninstalled

Step 7:

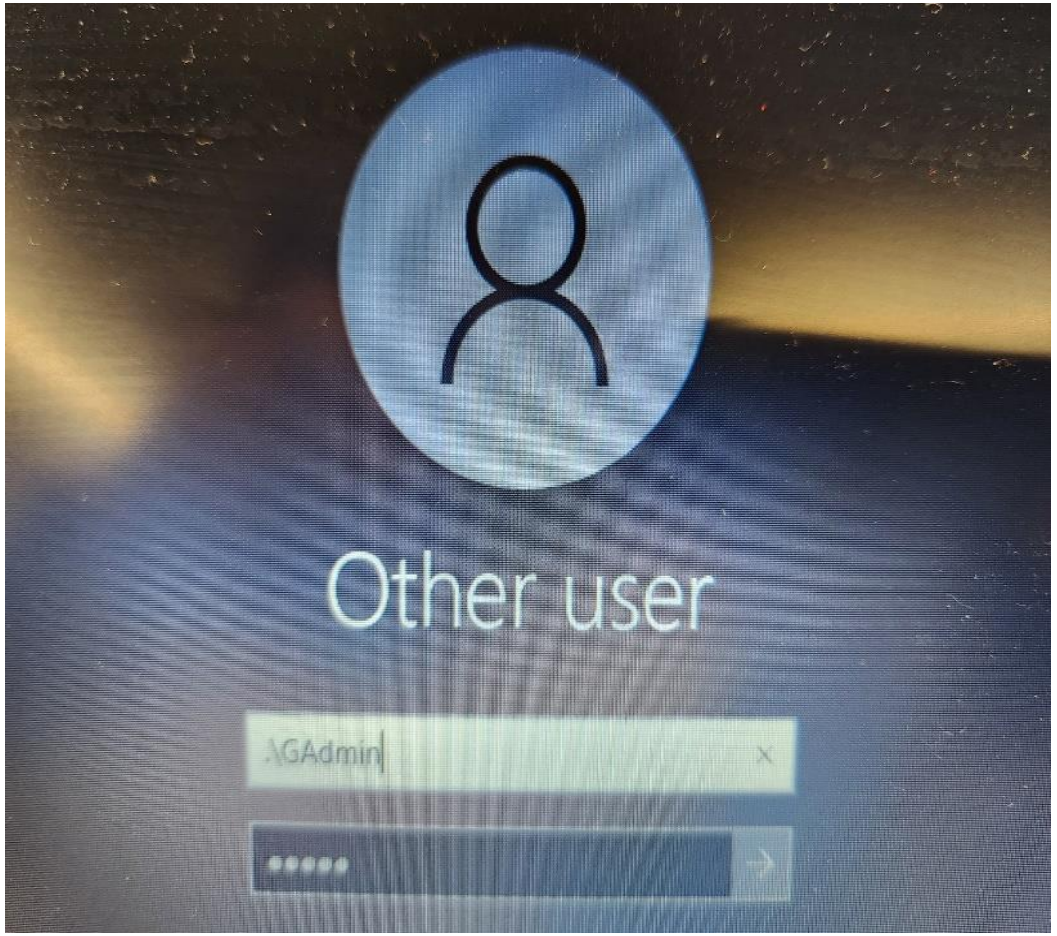
Click on ‘Other user’ in the login screen.

Enter the following credentials:

Username: **.\GAdmin**

Password: **<last 5 characters of your serial number in lowercase>**

- You can find the serial number on a sticker on the bottom of your PLD.
- You can approach your School DMA Admin if you cannot find the serial number of your PLD.

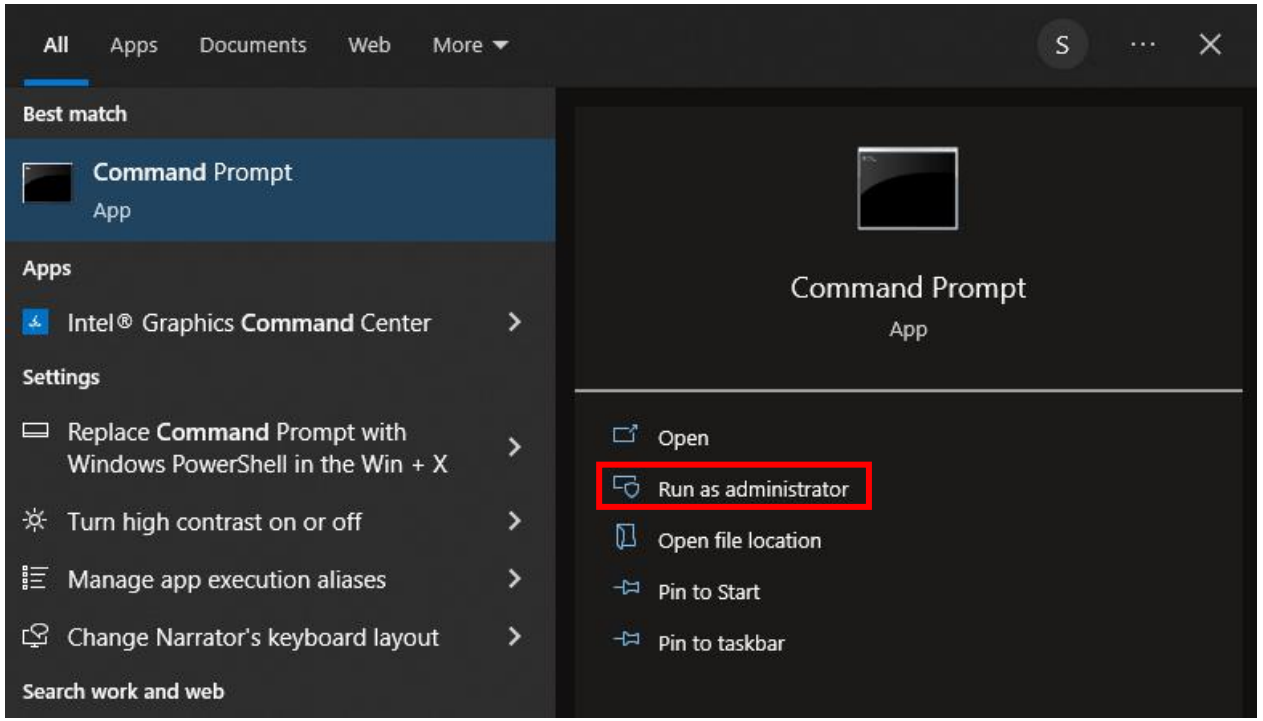


How to check if DMA has been successfully uninstalled

Step 8:

Once you have logged in with your local administrator account, type ‘Command Prompt’ in the Search bar next to the Start Menu.

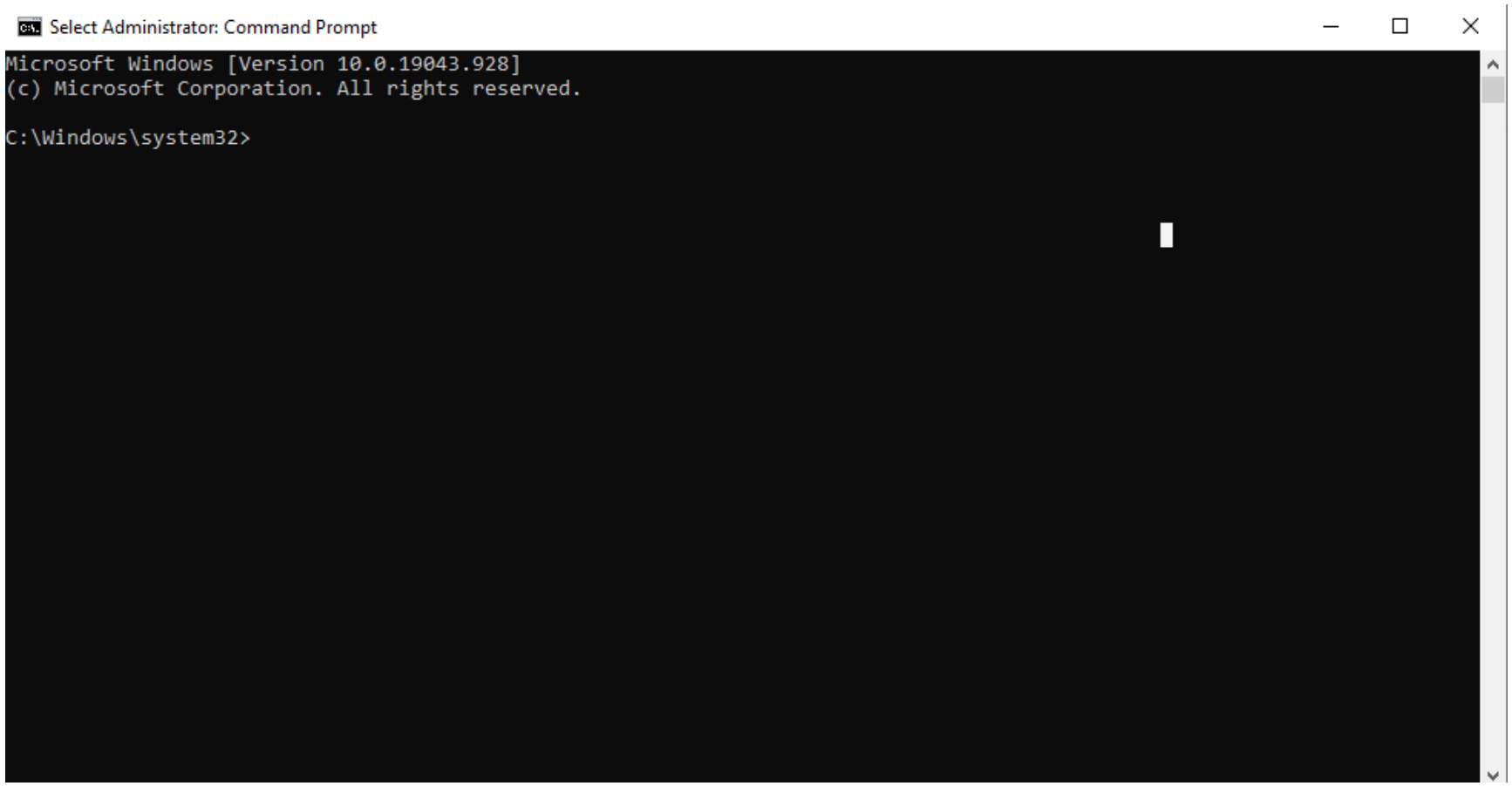
Click on ’Run as administrator’. A black dialog box should pop-up without further prompt for user credentials (see next step).



How to check if DMA has been successfully uninstalled

Step 9:

Inform your teacher if you are able to run Command Prompt as shown in the screenshot on the slide.



How to check if DMA has been successfully uninstalled

Step 10:

Once you have verified that you are able to run Command Prompt as administrator, you **can continue to use your PLD with the local administrator account (.\GAdmin).**

Note 1: When your PLD is uninstalled from MOE DMA, you can still log into your PLD with your student iCON account until your device has been de-enrolled from the Intune system

Note 2: After you successfully complete the steps in this guide, there is no need to perform a reset of your device.

3.

Other Information for Students

Other Information for Students

1. With the local administrative account, you can proceed to create other user accounts and set your own password.
2. There is no need to perform a factory reset of your PLD after this process.

   However, if you still wish to reset your device, please note that the reset can only be done a few days later and you will need to approach your school's DMA administrator for assistance. **Do not attempt to perform the reset of your PLD on your own as it would complicate the uninstallation and de-enrolment process of the DMA in your PLD.**